Scorecard - Elections

Information

Name: Elections

Description: The Elections Department establishes administrative and operational procedures and controls to conduct elections that are fair, free, accurate, convenient, and accessible to all eligible voters in Miami-Dade County.

Domain: Elections

Owners: Townsley, Penelope; White, Christina (Elections)

Details

	As Of	Actual	Target	FYTD Actual	FYTD Target
1.0 Customer					
Increase the number of registered voters in Miami-Dade County (ELEC)					
Registered voters	'15 FQ1	1,309,293	1,200,000	1,309,293	1,200,000
New Voter registrations - net (Quarterly)	'15 FQ1	12,939	10,000	12,939	10,000
Satisfied Customers - Elections					
Election Outreach Events	Dec '14	0	0	125	125
Supervised Voting Programs					
Number of ALF (Assisted Living Facilities) per month	Dec '14	0	0	38	14
Number of Nursing Homes per month	Dec '14	0	0	37	24
Provide Excellent Customer Service to Municipal Clerks (ELEC)					
Customer Satisfaction with Governmental Affairs	Dec '14	100% (110 / 110)	95%	100% (110 / 110)	95%
Number of Municipal Clerk Satisfaction Surveys Sent	Dec '14	24	0	24	0
Customer Satisfaction with Elections Department Overall	Dec '14	100% (40 / 40)	95%	100% (40 / 40)	95%
Number of Municipal Clerk Satisfaction Surveys Received	Dec '14	4	0	4	0
Customer Satisfaction with Information Systems	Dec '14	98% (39 / 40)	95%	98% (39 / 40)	95%
Customer Satisfaction with Operations	Dec '14	98% (39 / 40)	95%	98% (39 / 40)	95%
Customer Satisfaction with Outreach and Training	Dec '14	95% (19 / 20)	95%	95% (19 / 20)	95%
Customer Satisfaction with Voter Services	Dec '14	100% (35 / 35)	95%	100% (35 / 35)	95%
Opportunities for every registered voter to conveniently cast a vote (ELEC)					

Initiative Name	Type	As Of	Status	%	Owners
Redraw Precinct Boundaries and Identify Polling Places		1/8/2015	In Progress	90%	Vinock, Robert C. (Elections)

Percent of Voters who Voted by Absentee Ballot	Dec '14	n/a	0%	28% (261,375 / 931,591)	25%
Percent of Voters who voted on Election Day for all Elections	Dec '14	DIV/0	50%	43% (229,402 / 534,343)	50%
Number of Elections Held	Dec '14	0	7	21	9
Percent of Voters who Voted Early - All Elections	Dec '14	DIV/0	25%	22% (116,869 / 534,343)	25%
Effective Management of Polling Places (ELEC)					

Initiative Name	Type	As Of	Status	%	Owners
ADA Polling Places Construction Projects		1/13/2015	In Progress	85%	Mendez, John; Sierra-Trujillo, Erika B. (Elections)

Number of temporary polling place changes	Dec '14		0	10		30	30
Average number of days before election for Polling Places changes to be mailed out	Dec '14		0days	15days		7days	15days
Percentage of Polling Places that are ADA Compliant	Dec '14		100% (541 / 541)	100%		100% (541 / 541)	100%
Average number of days before election for letters to be mailed	Dec '14		60	60		60	60
Number of permanent polling place changes	Dec '14		0	5		0	15
Percentage of telephone lines confirmed operational 7 days prior to an election	Dec '14		n/a	100%		95%	100%
Monitor Requests from the Community for Information to Ensure 3 Day Response Time							
Voter Statistical Requests - Timely Response	Dec '14		100% (17 / 17)	80%		95% (159 / 167)	85%
Recruit Excellent Poll Workers (ELEC)							
Number of Active Poll Workers	Dec '14		11,196	12,000		11,196	12,000
Number of Poll Workers Recruited	Dec '14		7	50		192	100
The recruitment of Poll Workers reflective of the Community							
Average Age of Poll Workers	2014 FY		52	55 (45 - 65)		52	55 (45 - 65)
2.0 Financial							
Meet Budget Targets (Elections)							
Expen: Total (Elections)	'15 FQ1		$10,001K	$5,629K		$10,001K	$5,629K
Revenue: Total (Elections)	'15 FQ1		$6K	$0K		$6K	$0K
Positions: Full-Time Filled (Elections)	'15 FQ1		90	94 (93 - 95)		90	94 (93 - 95)
3.0 Internal							
Effective Support from Election Central (ELEC)							
Hold Time With Election Central	Dec '14		n/a	1.00minute(s)		0.67minute(s)	1.00minute(s)
Produce Timely and Accurate Election Results Certification (ELEC)							

Initiative Name	Type	As Of	Status	%	Owners
Implement Electronic Poll Books for Election Day Polling Places		10/23/2014	Complete	100%	Vinock, Robert C. (Elections); Johnson, Michael (Elections)

Number of Days to Update the Voter Registration Database with Voter History	Dec '14		1days	2days		1days	2days
Number of days to certify Countywide Primary Elections	'15 FQ1		0	7		0	7
Number of days to certify Countywide General Elections	'15 FQ1		10	12		10	12
Number of Post-Election Audits Completed	Dec '14		1	0		2	1
4.0 Learning and Growth							
Recruitment of Election Staff (ELEC)							
Number of Vacancies	Dec '14		4	6		5	6
Seasonal Staff Employed	Dec '14		101	20		1,217	620
Develop Election Department Staff Skills and County Knowledge (ELEC)							
Internal Training	Dec '14		4	0		4	0
External Training	Dec '14		4	4		4	4